



**SUSTAINABILITY POLICY OF
QUALICORP CONSULTORIA E CORRETORA DE
SEGUROS S.A.**



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1. INTRODUCTION

1.1 The Sustainability Policy ("Policy") of Qualicorp Consultoria e Corretora de Seguros S.A. ("Qualicorp", "Company" or "Qualicorp Group") aims to formalize its commitment to the promotion of sustainable development in all its activities so that, with its *Stakeholders* (all parties involving people, areas, organizations, entities or everyone who is directly or indirectly interested in the Company's actions and projects of the Company), the Company can incorporate sustainability through actions guided by environmental, social and governance (ESG) issues, connected to its businesses.

1.2 The rules established in this Policy must be fully applied and in conjunction with current legislation, the Company's Bylaws, the Qualicorp Code of Ethics and Conduct, as well as other Company policies.

2. COVERAGE

2.1 This Sustainability Policy applies to the Qualicorp Group and its guidelines must be observed by all Company Managers and Employees, regardless of their hierarchical position and function, as well as by Third Parties, such as intermediaries, brokers and other agents who act, directly and indirectly, on behalf of Qualicorp to carry out business.

2.2 This Sustainability Policy aims to establish the sustainability principles that should guide the actions and procedures necessary for the implementation of the Company's sustainability and ESG strategy, guiding any and all actions focused on the social, environmental and governance areas, in addition to being an instrument guide to include criteria from these categories in any action and project carried out by Administrators, Collaborators and Third Parties, in addition to carrying out any business on behalf of the Qualicorp Group, or simply due to their condition as Administrator, Collaborator or Third Party.

3. PURPOSES

3.1 Formalize and endorse the Qualicorp Group's commitment to the sustainable development of the Company and its businesses and ensure that this commitment is expressed in all its actions, projects, and programs.

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3.2 Establish guidelines for its operations and relations, existing and future, with employees, companies, partner organizations and society;

3.3 Facilitate the alignment of best sustainability practices with the Company's strategy, positioning, business model, and value proposition;

3.4 Promote the dissemination of the Sustainability concept and principles adopted by Qualicorp among its Stakeholders, in addition to engaging them in the defense and promotion of socioeconomic and environmental development principles.

4. OUR SUSTAINABILITY PRINCIPLES

4.1 Basis

Qualicorp 's sustainability principles were established considering the UN's Sustainable Development Goals (SDGs) and aligned with the Company's materiality matrix.

4.2 Responsible marketing and customer satisfaction

4.2.1 Facilitate training for the internal customer services and service provisions, in addition to encouraging the Company's principal business partners to build and maintain a culture of high customer satisfaction;

4.2.2 Provide information to society clearly and simply about products and services offered, establishing a relationship of trust, based on ethics, transparency and mutual respect;

4.2.3 Develop an attitude focused on solutions and conflict resolution among employees and service providers.

4.3 Human capital development

Qualicorp 's human capital is made up of its employees (direct and third parties), customers, partner brokers, service providers and society. Therefore, concerning to them, we commit to:

4.3.1 Develop, respect, and value employees, encouraging ethics and transparency in work relationships and valuing the quality of life inside and outside work;

4.3.2 Provide opportunities for development and professional growth for our employees, business partners and members of the communities in which we operate;

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4.3.3 Disseminate knowledge and promote engagement for sustainable development, contributing to building this culture among employees, partner brokers, service providers, customers, and society.

4.4 Responsibility in the value chain

Qualicorp's value chain consists of its partners (operators, brokers and suppliers), the market (shareholders, investors and regulatory bodies), customers (which can be entities, companies, public servants and individuals) and society (associations and multilateral bodies). The Qualicorp Group is committed to:

4.4.1 Form and ensure the health of relations based on trust, ethics and partnership throughout the entire value chain through continuous dialogue and engagement;

4.4.2 Promote and support best practices in environmental, social and governance (ESG) issues through hiring criteria, incentives and capacity building in the value chain;

4.4.3 Promote the engagement of value chain partners to develop collaborative solutions connected to sustainable development challenges.

4.5 Efficiency, quality, and innovation of products and services

4.5.1 Promote the development and offer of products and services to respond to the challenges of sustainable development, customer demands and possible market and economic changes;

4.5.2 Promote the development of processes and tools that support the ability of individuals, their families and organizations to respond to social and environmental challenges.

5. TYPE OF REPORT

The Sustainability Report is the Company's main statement of sustainability actions, ESG and financial statements. It is an important tool that talks about the company's operational structure, its different businesses, and segments. The document reports on the Company's achievements, financial performance, actions related to employees and brokers, attention to the community and the maturation of the strategic sustainability agenda annually. The Sustainability Report was prepared based on the GRI 2021 standards (Global Reporting Initiative Standard) and the integrated reporting principles of the IIRC (International Integrated Reporting Council), as well as secured and reviewed by Ernst & Young.

6. SUSTAINABILITY GOVERNANCE AT QUALICORP

6.1 Related Bodies

6.1.1 Board of Directors: normative, deliberative, and guiding body responsible for approving the Qualicorp Group's sustainability strategy, in accordance with the recommendations of the Sustainability, Governance, People and Compensation Committee.

6.1.2 Sustainability, Governance, People and Compensation Committee: the advisory body of the Board of Directors, consultative, responsible for providing clarifications and making recommendations to the Board of Directors concerning the development of guidelines related to Sustainability.

6.1.3 Superintendence of Investor Relations and ESG: are responsible for the preparation, execution, coordination, and reporting of actions, programs, and projects resulting from the Sustainability strategy. The Superintendence reports to the Company's Chief Financial Officer.

6.2 Communication and engagement

6.2.1 The Qualicorp Group, like all its companies, is committed to communicating its advances and challenges in a structured, transparent and systematic manner, to improve dialogue and strengthen the relationship of trust with its stakeholders.

7. REVISION

7.1 Qualicorp 's Sustainability, Governance, People and Compensation Committee is responsible for revising this Sustainability Policy, in accordance with the need to redefine the principles to reflect the expectations of stakeholders and society's challenges. The Committee is also responsible for verifying compliance with and evolution of the guidelines contained in this Policy.

8. FINAL PROVISIONS

8.1 Qualicorp Group recognizes that fully meeting this Policy's objectives is a continuous evolution process. This Policy will be the basis for constructing detailed plans containing our commitments, strategies, metrics, and indicators related to the guidelines assumed here. It will also be the basis for disseminating these commitments and guidelines throughout our value chain, and our management processes.

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8.2 This Policy is valid indefinitely and will be revised and updated whenever there are significant changes in aspects of Qualicorp 's sustainability strategy, or its context of action at the discretion of the responsible bodies.

8.3 The Company shall make this Policy available to all Managers, Directors, Collaborators, and Third Parties who work directly at Qualicorp.

8.4 Any questions regarding the provisions of this Policy or the application of any of its provisions should be forwarded directly to the Superintendence of Investor Relations and ESG, which will provide the necessary clarification or guidance.

8.5 In case of conflicts between the guidelines and practices of this Policy and other procedures of the Company, the Superintendence of Investor Relations and ESG should be consulted for clarification and eventual adaptations.

8.6 The Policy will come into force on the date of its approval by the Company's Board of Directors.
